

JOB READINESS, PLACEMENT, AND SHORT-TERM TRAINING

An important part of the VR counselor's job is interacting with businesses to generate employment opportunities for individuals. The VR counselor will assist the individual in attaining employment as identified on their Individualized Plan for Employment (IPE). For the Operational Policy, reference the Job Readiness, Placement, and Short-Term Training, NDVR OP 17-03.

SERVICE STRATEGIES

- Job readiness training
- Job search assistance
- Job placement
- Contracted on-the-job supports, short-term
- Specialized job placement

I. JOB READINESS TRAINING

Job Readiness Training is provided by VR staff through individual counseling and guidance or group training. Examples of training options include, but not limited to:

- Soft skills training (appearance, hygiene, communications attendance, etc.)
- Job search assistance (on-line job search, resume development, completing applications, cover letters, thank you notes, motivation, etc.)
- Employment skills (problem solving skills, team building skills, motivation, etc.)
- Basic computer skills

Note: Actual Service in AWARE ND "Training, Job Readiness".

II. JOB SEARCH ASSISTANCE

Job search assistance that supports the individual in their search for employment includes the following activities to be completed by VR staff:

- Labor market analysis
- Career Index Plus
- Register with employment agencies
- Identify job openings and create a job log
- Contact employers about job leads
- Schedule informational interviews with employers
- Resume and cover letters
- Complete a master job application
- Development of interviewing skills including mock interviews
- Provide instructions and training on how to utilize public transportation

Note: Actual Service in AWARE ND "Job Search Assistance".

III. JOB PLACEMENT

Job Placement services are provided by VR staff and are designed for individuals who do not need intense preparation to enter the workforce. Services will begin once the IPE is signed and the individual is job ready.

VR counselors will develop relationships with employers in the community by informing employers about the resources and services available through VR, such as, but not limited to:

- Employee Recruitment & Retention
- Accommodations/Assistive Technology
- Disability Awareness Training

VR counselors will identify the individual's skills and experience and match the individual with an employer.

Note: Actual Service in AWARE ND "Job Placement".

IV. ON-THE-JOB SUPPORTS, SHORT-TERM

On-the-job supports, short-term can be provided for individuals who require additional training and support to learn the necessary job skills and maintain employment. The VR counselor will authorize for services with a Community Rehabilitation Provider (CRP) that is chosen by the individual. Payment for this service will be consistent with each individual's need for intervention and paid at an hourly rate.

Note: Utilize "On-the-Job Supports, Short-Term" as the service on the IPE in AWARE ND.

Up to five hours of on-the-job supports, short-term may be authorized to the CRP. The five hours would occur before the CRP begins working with the individual and are intended to:

- develop the job coaching plan,
- understand the expectations of the employer, and
- understand the training needs of the individual.

Note: The hourly rate for this service is \$41/hour, up to 5 hours, not to exceed \$205.

CRP responsibilities:

- Provide a monthly report outlining the individual's progress and the invoice by the 15th of the month before payment can be made,
- Contact the VR counselor to address any problems or concerns as soon as they become aware of the problem, and
- Provide on-site job coaching.
- Allow a maximum of 30 minutes to write the monthly report.

VR counselor responsibilities:

- Review the monthly reports and invoice, prior to entering payment for the authorization,
- Meet with the individual and the employer at the worksite within the first month of employment and additionally as needed, and
- Address any problems or concerns.

On-the-job supports, short-term could last up to 3-4 months as the job coach fades out.

Note: The hourly rate is \$41/hour, up to a total of 40 hours, not to exceed \$1,640. Billed in 15 minute increments.

If the individual is not stabilized at this point, a team meeting will occur after 3-4 months to assess:

- is this the appropriate job site given the individual's disability, functional limitations, and barriers to employment,
- if the individual requires additional on-site job coach services,
- how natural supports may be utilized, and
- how the individual can increase their independence on the job with needed accommodations or modifications.

Should the individual require more than 4 months of on-the-job supports, short-term, the case must be reviewed and approved by the VR Regional Administrator, and the decision must be documented in case notes.

Note: The VR counselor should enter the employment information in AWARE ND when the individual begins employment and enter the Stable Date in AWARE ND once the on-the-job supports, short-term are completed. For additional information, see Section VI Stabilization definition.

V. SPECIALIZED JOB PLACEMENT WITH ON-THE-JOB-SUPPORTS, SHORT-TERM

If the VR counselor determines the individual's rehabilitation needs warrant specialized job placement along with on-the-job-training short-term, the case must be reviewed with the VR Regional Administrator prior to referring to the CRP.

Note: The VR counselor should never place an individual in Specialized Job Placement because extended services is not available.

PROCESS

These services can be provided for individuals who require additional job placement, training and support to learn the necessary job skills and maintain employment. The VR counselor will authorize for services with the CRP to provide Specialized Job

Placement and on-job-supports, short-term consistent with the individual's need for intervention.

Once the VR counselor has approval to purchase Specialized Job Placement and on-job-supports, short-term, he/she will schedule a meeting with the individual. Individuals are informed of their choice of CRPs and may interview each CRP.

The VR counselor and individual will develop the IPE and identify services to be provided by the CRP. They may include, but are not limited to:

- Assist with applications and arrange for interviews
- Assist with hiring paperwork and set up direct deposit
- Coordinate work schedule
- Develop workplace etiquette skills
- Complete a task analysis and identify training strategies
- Assist with online training modules
- Work with the employer to assist the individual to learn their job
- Communicate with the employer and VR counselor on the individual's progress and training needs
- Set up reasonable accommodations
- Develop natural supports

Note: Enter "Job Development/Placement (JDP)" for Specialized Job Placement as the service in AWARE ND. The services can be defined on the authorization.

The VR counselor will make a referral for Specialized Job Placement to the CRP. The referral packet will include:

- Release of Information - Authorization to Disclose Information (SFN 1059)
- Referral for Employment Services (SFN 1092)
- IPE
- Resume
- Authorization for payment
- Other appropriate supporting documentation which may include, but is not limited to: school Individualized Education Plan, summary of performance from the school, results of interest testing and other assessments

Note: Authorization of 10 hours with one extension of 10 additional hours, not to exceed a total of 20 hours for the CRP to assist the individual to obtain a job. The hourly rate is \$41/hour not to exceed \$820. Billed in 15 minute increments.

CRP responsibilities:

- Provide a monthly report outlining the individual's progress and the invoice by the 15th of the month before payment can be made,
- Contact the VR counselor to address any problems or concerns as soon as they become aware of the problem.

Note: Allow a maximum of 30 minutes to write a monthly report.

VR counselor responsibilities:

- Review the monthly reports and invoice,
- Address any problems or concerns.

Once the individual has been placed in employment, On-The-Job-Supports, Short-Term would begin. See Section IV. On-The-Job-Supports, Short-Term.

VI. JOB LOSS PRIOR TO SUCCESSFUL CLOSURE

If the individual loses their job prior to being successfully employed for 90 days, the job coach, VR counselor, and VR Regional Administrator will meet to discuss the circumstances surrounding the job loss. Payment for re-placement will be determined on a case-by-case basis. Factors to be considered include the reason for the job loss, did the disability worsen, is there a new disability, was it an appropriate job goal, etc.

Note: The VR counselor should end the employment record in AWARE ND when the individual loses their job.

VII. STABILIZATION

An individual is considered stable in their job when there is assurance from the employer that the individual has learned their job, and they have adjusted to the demands of the work environment. Stabilization occurs when:

- all support needs have been addressed and necessary modifications and accommodations have been made at the worksite,
- the individual is satisfied with the type of work,
- the individual is satisfied with the overall number of hours worked per week,
- the individual is working to their maximum ability, as independently as possible without the support of a job coach, and
- the individual and employer agree that the person is performing their job, and meeting expectations of employment.